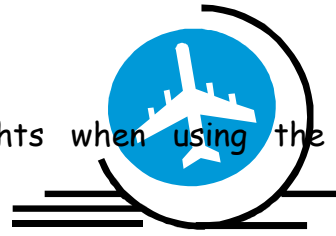


Air Travel Guidelines



Essential Question: What are my consumer rights when using the commercial airlines?

Directions: Using the sources below, answer the following questions.

[http://www.atg.wa.gov/teenconsumer/pages/transportation/transportation.h](http://www.atg.wa.gov/teenconsumer/pages/transportation/transportation.htm)
[tm, www.tsa.gov/public/display?theme=175](http://www.tsa.gov/public/display?theme=175)

1. Sometimes passengers do not fly on their reserved flight. Define distressed passenger and voluntary passenger.

Distressed Passenger- One who has been taken off his/her flight by the airline, not on their own accord.

Voluntary Passenger- One who voluntarily steps off of a flight to take a form of compensation offered by the airline.

2. When and why should "bumped" passengers ask for compensation?

Immediately, the passenger should not leave the area from which the flight departed, until compensation requests or airline policy compensations are met. If the passenger waits it becomes more difficult for both parties to come to agreement about compensation.

3. Name three types of compensation any airline can offer a volunteering or distressed passenger?

1. Food/Beverage
2. Travel voucher (Ticket)
3. Hotel accommodations

4. What is the compensation/standby policy and where can a passenger find this policy?

The policy is the airline's official outline of what they will provide a distressed or voluntary passenger. You can find it on the ticket itself. Usually you can find all of the compensation policies on the back of your boarding pass or ticket.

5. What restrictions apply to travel compensation?

Regional air travel is not obligated to compensate you for anything.
Food/Beverage can be a set amount and not customized.

6. What factors influence the amount and type of travel compensation you might receive from the airline?

Time spent at the airport
Ticket Value
Voluntary or Distressed Passenger Status

